Avaya 1616/1616-I IP Deskphone User Guide

16-601448
Issue 2
February 2010

© 2009 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

Note:

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the Avaya Support Web site: http://www.avaya.com/support

Licenses

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE http://www.avaya.com/support/LicenseInfo/ ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://www.avaya.com/support/ThirdPartyLicense/

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://www.avaya.com/support/

Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: http://www.avaya.com/support

Contact Avaya Support

Avaya Inc. provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Contents

Chapter 1: Introduction to the 1616/1616-I IP Telephone.....5
- Overview of phone buttons and features.....5
- LEDs.....8
- Icons in the telephone display.....9
- Scrolling and navigation.....9
- Paper labels.....10

Chapter 2: Logging in to and out of your telephone.....11
- Logging in to your telephone.....11
- Logging out of your telephone.....11

Chapter 3: Making calls.....13
- Making a call.....13
- Clearing a number.....13
- Redialing a number.....13
- Calling a person from the contacts list.....14
- Calling a person from the call log.....14

Chapter 4: Handling calls.....15
- Answering a call.....15
- Sending an incoming call directly to voice mail.....16
- Ignoring an incoming call.....16
- Muting a call.....16
- Putting a call on hold.....16
- Transferring a call.....17

Chapter 5: Conference calls.....19
- Making a conference call.....19
- Adding a person on hold to a conference call.....19
- Putting a conference call on hold.....20
- Viewing conference details.....20
- Dropping the last person added from a conference call.....20
- Dropping a person from a conference call.....21
- Silencing a person on a conference call.....21

Chapter 6: Getting your messages.....23
- Logging into your voice mail.....23

Chapter 7: Bridged call appearances.....25
- Answering a call on a bridged call appearance.....25
- Joining a call on a bridged call appearance.....25
- Making an outgoing call on a bridged call appearance.....26

Chapter 8: Shared line appearances.....27
- Answering a call on a shared line appearance.....27
- Joining a call on a shared line appearance.....27
- Making an outgoing call on a shared line appearance.....28

Chapter 9: Contacts.....29
- Viewing contacts details.....29

Adding a new contact....29
Editing a contact....30
Deleting a contact....30

Chapter 10: Call log....33
Viewing the call log....33
Viewing call log details....33
Adding an entry from the call log to your contacts list....34
Removing an entry from the call log....34
Clearing all entries from the call log....34
Turning call logging on or off....35

Chapter 11: Advanced telephone features....37
Forwarding a call....37
Send all calls....38
Calling a person from the corporate directory....38
Activating Extension to Cellular (EC500)....38

Chapter 12: Features menu....41
Accessing the Features menu....41

Chapter 13: Avaya Menu....43
Adjusting the brightness or contrast of the display....43
Changing the ring pattern....44
Turning button click sounds on and off....44
Turning error tones on or off....45
Turning the call timer on or off....45
Turning visual alerting on or off....45
Setting redial options....46
Setting the audio path....46
Turning show incoming call on or off....47
Setting automatic gain control....47
Changing the language....48
Viewing network information....48

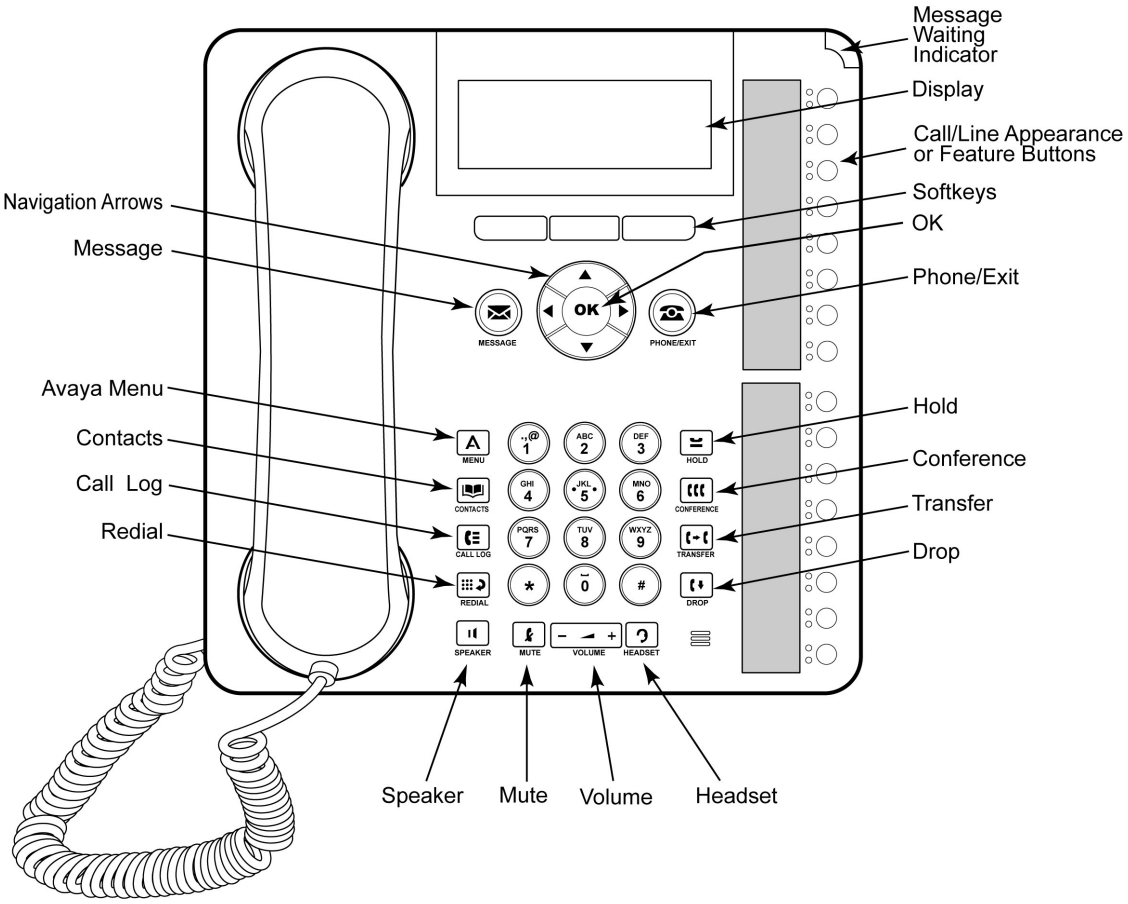
Index....49

Chapter 1: Introduction to the 1616/1616-I IP Telephone

The 1616/1616-I telephone is a multiline IP telephone for use with Avaya Communication Manager or Avaya Distributed Office call processing systems. The 1616/1616-I IP telephone puts convenient features and capabilities at your fingertips, including a phone screen to view and manage your calls, a contacts list, a call log, a menu of options and settings to customize your phone, and access to your voice mail.

Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

Overview of phone buttons and features



Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Phone Display	There are four lines in the phone display. When the phone is idle, the top line shows the missed call icon with number of calls missed and either the call forwarding icon, the Send All Calls icon, or the EC500 icon when one of those features is enabled. The top line also shows the primary extension and the time and date as well as any system messages. The middle two lines display application-specific information. The bottom line displays the softkey labels.
Softkeys	Press the softkeys to select the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the object that is selected.
Message	Press the **Message** button to connect directly to your voicemail system.
Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing the **OK** button dials the number.
Phone/Exit	Press the **Phone/Exit** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone/Exit** button switches the phone display back to the call view.
Avaya Menu	Press the **A** button to access the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, configure call logging, select the display language, view network information, and log out.
Contacts	Press the **Contacts** button to view the entries in your contact list.
Call Log	Press the **Call Log** button to view a list of your outgoing, incoming, and missed calls. The icon on the Call Log button is illuminated when you have missed calls.
Redial	Press the **Redial** button to either dial the last number you dialed or display the redial list from which you can select a number to redial. See Setting redial options on page 46 for more information.

Name	Description
Hold	Press the **Hold** button to put the active call on hold.
Conference	Press the **Conference** button to add another party to an existing call.
Transfer	Press the **Transfer** button to transfer a call to another number.
Drop	Press the **Drop** button to drop the active call. While on a conference call, press the **Drop** button to drop the last person added to the conference call.See Dropping the last person added from a conference call on page 20 or Dropping a person from a conference call on page 21 for more information.
Volume	Press **+** or **-** on the **Volume** button while active on the handset, headset, or speaker to adjust the volume. To adjust the volume of the ringer, press **+** or **-** on the **Volume** button while the handset and speaker are inactive.
Headset	Press the **Headset** button to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
Feature Buttons and Call/Line Appearance Buttons	There are 16 buttons that can be programmed as either call/line appearance buttons or feature buttons. Press a call/line appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The feature buttons provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The feature buttons provide the same features that are available in the features menu. For more information about the features menu, see Features menu on page 41. For more information about the feature buttons, see Advanced telephone features on page 37.

LEDs

Each call/line appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call/line appearance or feature. The status is identified by whether the LED is on, off, or blinking as described in the following tables.

Table 1: Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

Table 2: Feature Button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

Note:
Depending on your call processing system, the feature button LEDs for some features may operate differently.

Icons in the telephone display

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Icon	Description
#X	Number of calls missed, where # represents the number.
	Call forward, Send All Calls, or EC500 is active. (These features are available if they have been administered for your telephone.)
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	Conference is active.
	Conference is on hold.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down for other options.

Scrolling and navigation

To navigate through the options and features on your telephone display, use the navigation arrows to scroll and the **OK** button to select lines or options.

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Paper labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

Chapter 2: Logging in to and out of your telephone

Logging in and out maintains your contacts and personal options if you share a telephone with other users, or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence.

Note:
Call log information is lost after you log out.

Logging in to your telephone

Log in from the initial screen that prompts you for your extension.

1. Enter your extension.
2. Press the **OK** button, the **OK** softkey, or the **#** button.
3. Enter your password.
4. Press the **OK** button, the **OK** softkey, or the **#** button.

Logging out of your telephone

1. Press the **A** button.
2. Scroll down to select Log Out.

   Note:
   Log Out is not available if you are on a call.
3. Press the **OK** button or the **Select** softkey.
4. Press the **Select** softkey again to confirm.

Chapter 3: Making calls

Use the procedures in this chapter to make calls from your telephone.

Making a call

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, press the **Speaker** button, press the **Headset** button, or press an available call/line appearance button.
2. Dial the number you want to call.

Clearing a number

Press **Clear** to erase all dialed digits and enter a new number.

Redialing a number

1. From the Phone screen, press the **Redial** button.

   The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. Press the **OK** button or the **Call** softkey.

   See Setting redial options on page 46 for information on redial settings.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Scroll up or down to select the person or number you want to call.
3. Press the **OK** button or the **Call** softkey.

Calling a person from the call log

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button.

Chapter 4: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes procedures such as answering a call, muting a call, and transferring a call.

Answering a call

When you receive an incoming call, the green LED associated with the call will flash. The incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

1. If you are not on another call, do one of the following:
    - Lift the handset.
    - Press the call/line appearance button whose green LED flashes for the incoming call.
    - Press the **Answer** softkey if one appears.
    - Press the **Speaker** button to answer using the speakerphone.
    - Press the **Headset** button to answer using the headset.
    - If you are using a wireless headset, press the **ON** button.
2. If you are on another call, do one of the following:
    - Press the call/line appearance button whose green LED flashes for the incoming call.
    - Press the **Answer** softkey if one appears.

Note:

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

Sending an incoming call directly to voice mail

Press the **To Vmail** softkey to send an incoming call directly to voice mail without answering.

To do this, your voice mail must be administered as the first entry in your coverage path. See your system administrator for more information.

Ignoring an incoming call

Press the **Ignore** softkey to stop the ringer for an incoming call.

Muting a call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press the **Mute** button during a call so that the other person cannot hear you.
2. Press the **Mute** button again to unmute the call.

Putting a call on hold

1. Press the **Hold** button to put your active call on hold.

The fast blinking green LED next to the call/line appearance button indicates the call is on hold. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.

2. To resume the call when there is more than one call on hold, do one of the following:
    - Press the call/line appearance button.
    - Scroll to the call and press the **Resume** softkey or the **OK** button.
3. To resume the call when there is only one call on hold, do one of the following:
    - Press the **Hold** button.
    - Press the call/line appearance button.
    - Press the **Resume** softkey.
    - Press the **OK** button.

Transferring a call

1. If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
2. Press the **Transfer** button.

   The very fast blinking green LED next to the call/line appearance button indicates the call is being transferred. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.
3. Dial the telephone number, call the person from the contacts list, or call the person from the call log.

   Note:

   To transfer the call to a call that is on hold, press the call/line appearance button for the call that is on hold.
4. Press the **Transfer** button or the **Complete** softkey to transfer the call.

Chapter 5: Conference calls

You can use conference calls to speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Making a conference call

1. While active on a call, press the **Conference** button.

   The very fast blinking green LED next to the call/line appearance button indicates the call is being conferenced. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.

2. Do one of the following:

   - Dial the telephone number.
   - Call the person from the contacts list.
   - Call the person from the call log.

3. Press the **Conference** button or the **Join** softkey to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active conference call.
2. Press the **Conference** button.
   The active conference call is put on soft hold.
3. Do one of the following:

- Press the call/line appearance button for the call on hold. Be sure not to choose the call/line appearance button for the call that is on soft hold.
- Scroll to the call on hold, and press the **Resume** softkey.

4. Press the **Join** softkey or the **Conference** button to add the person to the conference call.

Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press the **Hold** button during a conference call.
   The blinking green LED next to the call/line appearance button indicates the conference is on hold.
2. Press the **Resume** softkey or the **Hold** button to resume the conference call.

Viewing conference details

1. From the Phone screen, press the **Details** softkey (if available) during a conference call.
2. Scroll to view the participants on the call.
3. To exit conference details, press the **Exit** softkey.

Dropping the last person added from a conference call

While active on a conference call, press the **Drop** button.

Dropping a person from a conference call

1. From the Phone screen, select the **Details** softkey (if available) during a conference call.
2. Scroll to the person you want to drop.
3. Press the **Drop** button.

Silencing a person on a conference call

Only people calling from external numbers can be silenced on a conference call.

1. From the Phone screen, select the **Details** softkey (if available) during a conference call.
2. Scroll to the person you want to silence.
3. Press the **Silence** softkey.

Chapter 6: Getting your messages

Use the **Message** button to connect to your voice mail system. When you have messages waiting, the red light on the upper right-hand corner of your telephone is illuminated. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voice mail

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Chapter 7: Bridged call appearances

Your phone may show one or more bridged call appearances on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged call appearance

1. Press the call/line appearance button associated with the bridged call appearance.

   The ringing bridged call appearance may be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing bridged call appearance button (just like for an incoming call to a primary line).

2. Press the **Answer** softkey.

   Answering a call on a bridged call appearance is basically the same as a call on a primary line. If the ringing bridged call appearance is selected, you can answer by picking up the handset, by pressing the **Speaker** or **Headset** button, or pressing the **Answer** softkey.

Joining a call on a bridged call appearance

1. Scroll to the call in progress that you want to join.
2. Press the call/line appearance button for the bridged call appearance, or press the **Bridge** softkey.

Making an outgoing call on a bridged call appearance

When you make a call on a bridged call appearance, you are using another person's call appearance. The caller ID may show the call as coming from you or coming from the person whose call appearance you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Press the call/line appearance button associated with the bridged call appearance.
2. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.

Chapter 8: Shared line appearances

If your call processing system is an Avaya Distributed Office system and depending on how it is configured, your phone may show shared line appearances on the display screen in addition to your own lines. A shared line appearance is a line that is shared among multiple users. You can answer a call, join a call in progress, and make an outgoing call on a shared line appearance. The procedures to answer, join, and make a call on a shared line appearance are similar as those for a bridged appearance. But instead of using another person's line, you are using a shared line.

Answering a call on a shared line appearance

1. Press the call/line appearance button associated with the shared line appearance.

   The ringing shared line appearance may be selected automatically if there are no other active calls. If you are on another call when a call comes in to a shared line appearance, you may have to select the ringing shared line appearance button (just like for an incoming call to a primary line).

2. Press the **Answer** softkey.

   Answering a call on a shared line appearance is basically the same as a call on a primary line. If the ringing shared line appearance is selected, you can answer by picking up the handset, by pressing the **Speaker** or **Headset** button, or pressing the **Answer** softkey.

Joining a call on a shared line appearance

1. Scroll to the call in progress that you want to join.
2. Press the call/line appearance button for the shared line appearance, or press the **Join** softkey.

Making an outgoing call on a shared line appearance

If you have any questions about how the name or extension displays to the person you are calling when you make a call on a shared line appearance, contact your system administrator. You can make only outside calls on shared line appearances.

1. Press the call/line button associated with the shared line appearance.
2. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.

Chapter 9: Contacts

You can save up to 100 names and telephone numbers. For additional information, see Calling a person from the contacts list on page 14.

Viewing contacts details

1. Press the **Contacts** button.
2. Scroll to the contact you want to view.

   Names are listed alphabetically by last name. To return to the top of the list, press the **Contacts** button again.
3. Press the **Details** softkey to see the contact name and number.

Adding a new contact

1. Press the **Contacts** button.

   Note:
   If this is the first contact you are adding, skip step 2.
2. Press the **More** softkey.

   If the **More** softkey is not displayed and this is not your first contact, press the **Contacts** button again.
3. Press the **New** softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. To enter a space, press **0**.

d. Enter remaining letters or numbers.

e. Press **Bksp** to delete the last character.

Note:

If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.

5. Press the **OK** button or the **OK** softkey.
6. Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey or the **OK** button.

Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** softkey.
4. Press the **Edit** softkey.
5. Scroll up or down to choose the field you want to edit.
6. Use the dialpad and softkeys to make changes to the contact information.
7. Press the **Save** softkey or the **OK** button to save your changes.

Deleting a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press **More** > **Delete** .
4. Press the **Delete** softkey again to confirm.

Note:

If you press the **Cancel** softkey prior to pressing the **Delete** softkey, your contact information will not be removed.

Chapter 10: Call log

You can use the call log to view a list of your recent calls or view separate lists of your outgoing, answered, or missed calls. See Turning call logging on or off on page 35 for information about logging bridged call appearances, line call appearances, and line calls that are answered by others.

Viewing the call log

1. Press the **Call Log** button.

   You can go to the top of the list by pressing the **Call Log** button again.
2. Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls.

Viewing call log details

1. Press the **Call Log** button.
2. Scroll to the number you want to view.
3. Press the **Details** softkey to view the name, number, and call duration.
4. Scroll down to view the date and time of the call.
5. Press the **Back** softkey to return to the list view.

Adding an entry from the call log to your contacts list

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
   If your contacts list is full, the **+Contact** softkey is not displayed.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.

Removing an entry from the call log

1. Press the **Call Log** button.
2. Select the number you want to delete.
3. Press **More** > **Delete** .
4. Press the **Delete** softkey again to confirm.

Clearing all entries from the call log

Clearing all entries from a call log deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All calls list, pressing the **DelAll** softkey deletes all calls from the call log.

1. Press the **Call Log** button.
2. Select the list you want to delete.

3. Press **More** > **DelAll** to delete all of the entries in the list you are viewing.
4. Press the **DelAll** softkey again to confirm.

Turning call logging on or off

You can turn call logging on or off. In addition to logging your primary calls, if you have bridged call appearances or line call appearances, you can choose whether or not to include those calls in your call log.

You can also choose whether or not you want to include line call appearances that are answered by others in your call log. For example, if Log Line Calls is turned on, but you do not want line calls that are answered by others to appear as missed calls in your call log, turn on Log Answered by Others. Configured in this way, the line calls that are answered by others will appear as answered calls in your call log. To include calls only on your primary lines in your call log, turn off Log Bridged Calls and Log Line Calls.

1. Press the **A** button.
2. Select **Applications**.
3. Press the **Select** softkey.
4. Select **Call Log**.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn call logging on or off.

   The call log must be turned on in order to log line calls or bridged calls. If the call log is turned off, no calls are logged even if Log Line Calls or Log Bridged Calls is turned on.
6. Press the **Back** softkey.
7. Select **Log Bridged Calls**, **Log Line Calls**, or **Log Answered by Others**.

   Log Line Calls must be turned on in order for Log Answered by Others to operate.
8. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn call logging on or off.

Chapter 11: Advanced telephone features

Avaya call management systems provide many advanced telephone features such as Directory, Call Forwarding, and Abbreviated Dial buttons. These features are administered on the feature buttons on your telephone. The features are identified on the associated paper labels. The features that have been administered for your telephone are also listed in the Features Menu that you can access from the Phone display. For more information about the Features Menu, see Features menu on page 41.

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

Forwarding a call

The Call Forward feature allows you to forward your incoming calls to another number. You must enter the telephone number where the calls will be forwarded each time you use this feature. You can forward calls only to internal numbers.

If you use a Feature Access Code to enable call forwarding, the forwarding icon does not appear in the phone display.

1. Press the **CFrwd** feature button.
   You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number you want to forward your calls to.
   After you dial the number, you hear a confirmation tone. The forwarding icon appears on the top line of your phone display, and the green LED next to the feature button turns on.
3. To turn call forwarding off, press the **CFrwd** feature button.
   The forwarding icon no longer appears on the top line of your phone display, and the green LED next to the feature button turns off.

Send all calls

The Send All Calls (SAC) feature allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

If you use a Feature Access Code to enable Send All Calls, the forwarding icon does not appear in the phone display.

1. Press the **SAC** feature button to send all calls to coverage.
   The forwarding icon appears on the top line of your phone display, and the green LED next to the feature button turns on.
2. To turn the feature off, press the **SAC** feature button.
   The forwarding icon no longer appears on the top line of your phone display, and the green LED next to the feature button turns off.

Calling a person from the corporate directory

The Directory feature allows you to dial other users in your system by name.

1. Press the **Directory** feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
   Press each dialpad key one time for each corresponding letter. For example, for “Hill”, press **4,4,5,5**.
3. Press the **Next** feature button to view the next name alphabetically in the directory, if necessary.
4. Press the **Make Call** feature button when you see the name you want.
5. To exit the Directory, press the **Phone/Exit** button or the **Exit** softkey.

Activating Extension to Cellular (EC500)

The Extension to Cellular (EC500) feature allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while

you are away from your desk. The cell phone number is programmed by your system administrator.

If you use a Feature Access Code to enable EC500, the forwarding icon does not appear in the phone display.

1. Press the **EC500** feature button to turn the feature on. The green LED next to the feature button turns on.
2. To turn the feature off, press the **EC500** feature button. The green LED next to the feature button turns off.

Chapter 12: Features menu

The Features menu provides access to the same advanced telephone features, such as Directory and Call Forwarding, that are programmed on your feature buttons. In addition to providing another way of accessing the features, you can use the Features Menu to confirm the features programmed on the feature buttons if, for example, a feature button label is missing or labeled incorrectly.

See Advanced telephone features on page 37 for more information about the features that can be administered for your phone.

Accessing the Features menu

1. From the Phone screen, scroll right to access the first feature on the Features Menu.

   To return to the main Phone screen, press the **Phone/Exit** button or the **Exit** softkey.
2. Scroll down to see the features that have been administered for your extension.

   The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Chapter 13: Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, configure call logging, select the display language, view network settings, and log out.

The Avaya Menu has six sub-menus:

Screen/Sound	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
Call Settings	Lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.
Applications	Lets you turn call logging on and off as well as turn logging of bridged calls, line calls, and line calls answered by others on and off.
Advanced Options	Lets you select the display language; set automatic gain control on the handset, headset, and speaker; or initiate a manual backup/restore if you have a backup/restore file server. See your system administrator for more information.
Network Information	Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
Log Out	Lets you log out of your telephone to prevent unauthorized use during your absence.

Note:
The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

Adjusting the brightness or contrast of the display

1. Press the **A** button.
2. Select Screen/Sound Options.
3. Press the **Select** softkey or the **OK** button.
4. Select Brightness or Contrast.

5. Press the **Select** softkey or the **OK** button.
6. Scroll to the right or left to adjust the brightness or contrast.

Changing the ring pattern

1. Press the **A** button.
2. Select Screen/Sound Options.
3. Press the **Select** softkey or the **OK** button.
4. Select Personalized Ringing.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to see a list of the available ring patterns.
7. Select a ring pattern to listen to it.
8. Press the **Play** softkey to hear it again.
9. Press the **Save** softkey to make it your ring pattern.

Turning button click sounds on and off

1. Press the **A** button.
2. Select Screen/Sound Options.
3. Press the **Select** softkey or the **OK** button.
4. Select Button Clicks.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn sounds on or off.

Turning error tones on or off

1. Press the **A** button.
2. Select Screen/Sound Options.
3. Press the **Select** softkey or the **OK** button.
4. Select Error Tones.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn error tones on or off.

Turning the call timer on or off

You can set your call settings to automatically display the duration of calls. You can turn the call timer display on or off.

1. Press the **A** button.
2. Scroll to Call Settings.
3. Press the **Select** softkey or the **OK** button.
4. Select **Call Timers**.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn the call timer display on or off.
6. Press the **Phone/Exit** button to return to the phone screen.

Turning visual alerting on or off

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press the **A** button.
2. Scroll to Call Settings.

3. Press the **Select** softkey or the **OK** button.
4. Select Visual Alerting.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn visual alerting on or off.

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press the **A** button.
2. Scroll to Call Settings.
3. Press the **Select** softkey or the **OK** button.
4. Select **Redial**.
5. Press the **Change** softkey or the **OK** button to toggle between One and List.

Setting the audio path

You can set the audio path of your phone so that when you initiate a call, the audio path automatically goes to either the speakerphone or your headset.

1. Press the **A** button.
2. Scroll to Call Settings.
3. Press the **Select** softkey or the **OK** button.
4. Select **Audio Path**.
5. Press the **Change** softkey or the **OK** button to toggle between Headset and Speaker.

Turning show incoming call on or off

You can set your call settings to automatically display incoming calls. You can turn the Show Incoming Call option on or off.

1. Press the **A** button.
2. Scroll to Call Settings.
3. Press the **Select** softkey or the **OK** button.
4. Select **Show Incoming Call**.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn Show Incoming Call on or off.

Setting automatic gain control

Automatic gain control helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

1. Press the **A** button.
2. Scroll to Advanced Options.
3. Press the **Select** softkey or the **OK** button.
4. Select **Automatic Gain Control**.
5. Press the **Select** softkey or the **OK** button.
6. Select Handset, Headset, or Speaker.
7. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn automatic gain control on or off.

Changing the language

1. Press the **A** button.
2. Scroll to Advanced Options.
3. Press the **Select** softkey or the **OK** button.
4. Select **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select a display language.

   Note:
   Other languages may be available. Contact your system administrator.
7. Press the **Select** softkey or the **OK** button to change to the selected language.
8. Press the **OK** button to confirm selection.

Viewing network information

1. Press the **A** button.
2. Scroll to Network Information.
3. Select Audio Parameters, IP Parameters, Quality of Service, Interfaces, or Miscellaneous.
4. Press the **View** softkey or the **OK** button.

Index

A

advanced options
  setting automatic gain control 47
Advanced Options
  changing language 48
advanced telephone features
  about 37
applications
  call logging 35
  contacts 29
audio paths
  configuring 46
automatic gain control
  setting 47
Avaya menu
  button click sounds 44
Avaya Menu 43–45
  adjusting brightness or contrast 43
  changing ring pattern 44
  error tones 45

B

bridged call appearance
  about 25
  joining 25
Bridged Calls
  answering 25
button click sounds
  configuring 44

C

call log
  about 33
  calling a person 14
  clearing entries 34
  log bridged calls 35
  log calls answered by others 35
  log line calls 35
  removing an entry 34
  turning off 35
  viewing 33
  viewing details 33
call settings
  configuring audio path 46
  configuring visual alerts 45
Call Settings
  configuring call timers 45
  configuring show incoming call 47
  redial options 46
Call Timers
  configuring 45
call/line appearance button LEDs
  about 8
calling a person
  from the call log 14
  from the contacts list 14
  from the corporate directory 38
Clearing a number 13
conference calls
  about 19
  adding a person on hold 19
  dropping the last person 20
  making 19
  putting a call on hold 20
  silencing a person 21
  viewing tetails 20
Conference Calls
  dropping a person 21
contacts
  about 29
  adding a new person 29
  adding from the call log 34
  calling a person 14
  deleting 30
  editing 30
  selecting 29
coverage 38

D

directory
  calling a person 38
Display
  adjusting brightness 43
  adjusting contrast 43

E

error tones
  turning off 45

F

feature button LEDs
  about 8

Features
accessing 41
Features menu
about 41
forwarding
a call 37

G

getting your messages 23

H

handling calls 15
hold
conference calls 20

I

icons in telephone display
about 9
Incoming call
ignoring 16
incoming calls
answering 15
directing to multiple telephones 38
forwarding 37
sending directly to voice mail 16
sending to coverage 38
transferring 17

L

Language
changing 48
LEDs
about 8
legal notices 2
logging in to your telephone 11
logging out of telephone 11
logging out of your telephone 11

M

making calls 13
muting calls 16

N

navigation arrows
right and left 9
up and down 9

O

outgoing calls
making a call 13
making a call on a bridged call appearance 26
making a call on a shared line appearance 28
redialing a number 13

P

paper labels 10
putting a call on hold 16

R

redial 13
redial options
setting 46
Ring Pattern
changing 44

S

SAC 38
scrolling and navigation
about 9
shared line appearance
about 27
answering 27
joining 27
show incoming calls
turning on or off 47

T

telephone display icons 9
Transfer 17

V

viewing network information 48
visual alerts
configuring 45
voice mail
logging in 23